



## Governor's Office of Customer Service **FASTER. FRIENDLIER. EASIER.**

September 2009

### We're Here For Georgians



As Georgia grows, more citizens are counting on us for help, and they want it now. Whether customers call, click online or come into state buildings or parks, it's up to us to be available and ready to serve when and where they need us.

Governor Sonny Perdue says, "We are making state government more available to Georgians and delivering greater value for their tax dollars. Thank you, Team Georgia, for being here for your fellow citizens."

### USG Honors Customer Service



Dr. David Bridges, President, Abraham Baldwin Agricultural College and Chancellor Erroll B. Davis.

This month Chancellor Erroll B. Davis recognized outstanding customer service in the University System of Georgia.

The Awards are presented to individuals, teams, institutions and outstanding process improvement projects that demonstrate an "above and beyond" approach to serving USG customers.

To see the full list of winners, please visit [http://customerfocus.usg.edu/recognition/chancellor\\_award/](http://customerfocus.usg.edu/recognition/chancellor_award/).

### Be a customer service star

Stories and tips from employees are the heart of the new website. Show how you provide accessible service.

Do you have a great example of being 'accessible' to customers? Click on 'Share Your Tips and Stories' at: [www.georgiacustomerservice.com](http://www.georgiacustomerservice.com) and you could be featured in an upcoming email or featured on our Web site.

### Customer Service Week



### It's time to CELEBRATE

On October 5 -9, employees and companies all over the country will be celebrating National Customer Service Week. It is a great opportunity to show employee appreciation, promote employee welfare and take time to encourage customer service awareness.

Here are a few inexpensive ways you can help make this week memorable and fun for your staff, co-workers and employees:

#### Create the right atmosphere

Decorate your office with customer service materials and ask your co-workers to help. If you don't have materials, you can always visit [www.georgiacustomerservice.com](http://www.georgiacustomerservice.com) for free downloadable materials to help get you started.

#### Hone customer service skills

Take this week as an opportunity to offer a reminder course on customer service and introduce new customer service concepts to your team or agency.

#### Thank your customers

Thanking your customers is always a great way to honor Customer Service Week and provide a positive experience for employees and customers. Last year, The Dept. of Driver Services took time during their day to wash the car windshields of their customers.

## ACCESSIBLE Service in Action

Leaders in providing accessible service to Georgians are our state call centers, so we asked a few of our call center experts to tell us why they think accessible service is important.



"Accessible service is important to call centers to allow the call center to be user friendly, customer focused, and easily accessed.

"It allows for staffing that is sensitive to individual and cultural values, and sensitive to barriers that may keep a person from getting help."

-Nixie-Ann Gumbs, Dept. of Revenue

"Providing accessible customer service sends the message that the agency's philosophy is 'the customer comes first.'

"This is exactly the message all should strive to send, especially government agencies."

-Lecretia Johnson, Office of Child Support Services



"Our communication centers are 24/7 and always accessible to customers, law-enforcement agencies and the justice system.

"The public rely on our communication staff, which remains helpful and accessible to all by answering phones in less than a minute."

-Betty Jones, Georgia Bureau of Investigation



## ERS Employees "Deliver" Excellent Service



Jesseka Gay and LaToya Rogers Bradley, call center representative and supervisor at the Employees' Retirement System (ERS), recently reached out to an elderly customer lost in Atlanta.

Upon learning that their customer had spent more than three hours looking for the ERS building to collect a refund check, Jesseka and LaToya took it upon themselves to help.

### Reaching outside the office

"I knew we needed to find out where she was, make sure she was safe, and deliver her check in person," said Jesseka.

LaToya added, "We made sure to follow proper procedures and protocol, and then Jessica met the customer at a nearby McDonald's, delivered the check, helped her fill out the necessary paperwork, and made sure she didn't need any other services.

"Jesseka went out of her way to make service accessible for our customer. This is a great example of the level of customer service we want to provide at ERS," said LaToya.

For more information about ERS, please visit: <http://www.ersga.org/>

## Cool Tools

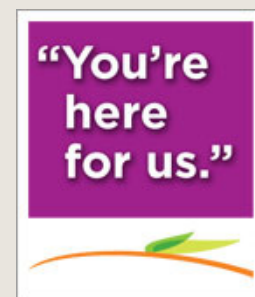
**Brighten up your workspace and spread the word about Team Georgia Customer Service!**

You can download and print these "cool tools" to help promote Accessible service and promote customer service in your agency.

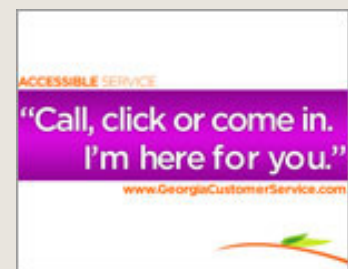
Also, ask your Customer Service Champion for more fun items including coasters and stickers!

To download and print, please visit [www.georgiacustomerservice.com](http://www.georgiacustomerservice.com) and look for "Cool Tools."

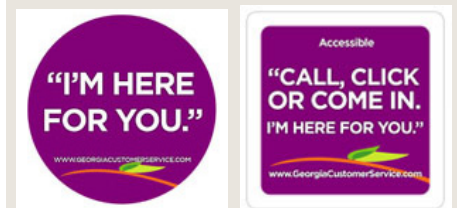
### Accessible Thank-you Card



### Accessible Poster



### Accessible Sticker and Coaster



*(Remember: ask your Customer Service Champions for coasters and stickers.)*

## Governor's Office of Customer Service

Sonny Perdue, Governor • Joe Doyle, Director

COMMUNICATIONS • Jerri Cloud, Director • Stephen Bailey • Justine Holcomb • Brandi Bragdon

CONTACT • 404-463-8793 • [success@ocs.ga.gov](mailto:success@ocs.ga.gov) • <http://team.georgia.gov>